

Defects Database

User Manual

Version 1.17

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For

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DEFECTS DATABASE USER MANUAL
Land Factor, Bywell Estate Office, Stocksfield, Northumberland

INTRODUCTION

The purpose of the DEFECTS DATABASE is to provide a more accurate and efficient method of recording all the Property Defects reported to Land Factor. It will also provide a more efficient service for company clients and assist in the managing of such repairs to Health and safety requirements, by ensuring the contractors are correctly insured and accredited for the repairs they have selected to undertake.

Some of the features are:-

1. Recording names and Details of Person(s) reporting the Defect.
2. Reported Defects will be Time / Date Stamped.
3. Tenant details and contact telephone/mobile information at hand.
4. Problems can be categorized to ensure correct Contractor is assigned.
5. Contractors automatically selected who are qualified to undertake such repairs, accredited to certain standards.
6. Recording Contractor insurance details to ensure they are insured before undertaking any repairs.
7. Tracking of all work at any stage.
8. Ability to create multiple types of report.

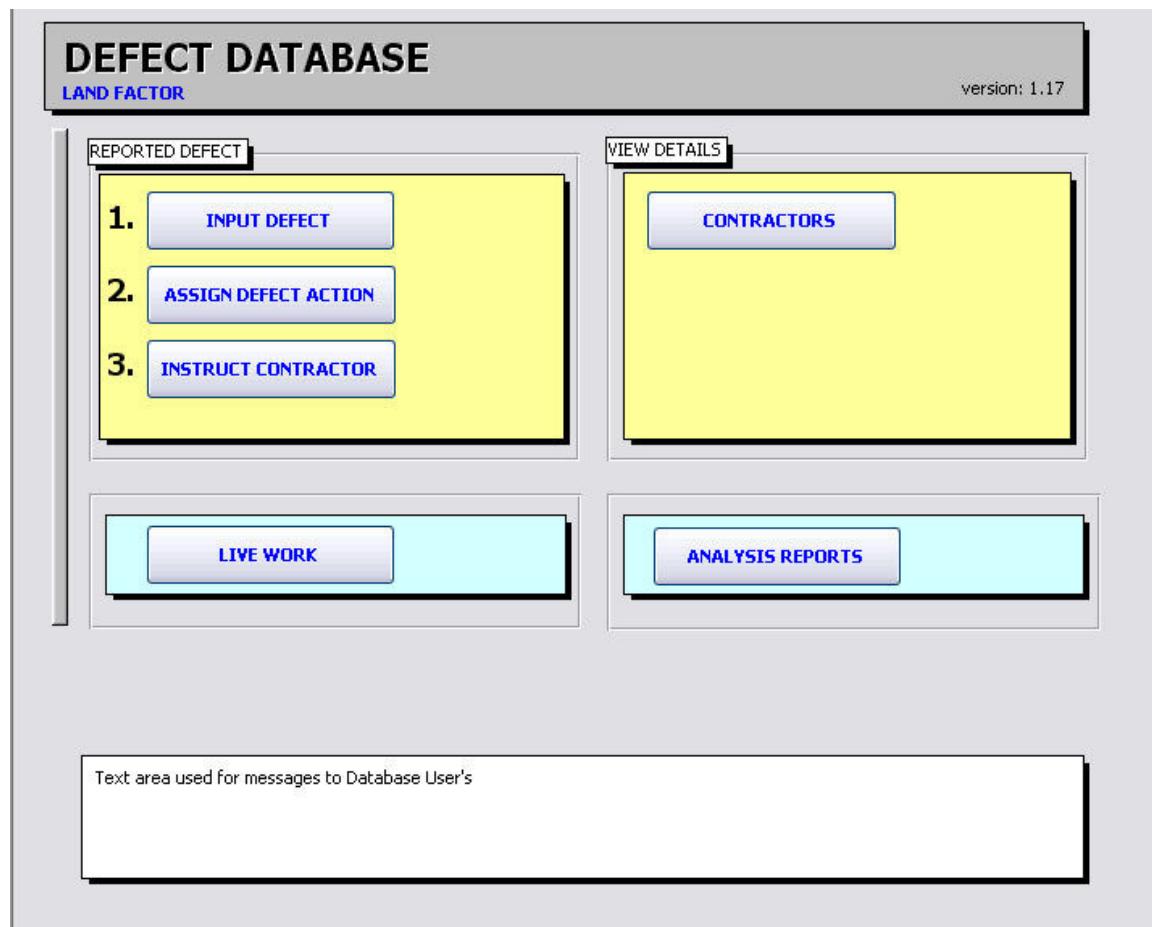
The design is a dynamic interface that automatically changes as data is entered, this provides the user with a more efficient and easier way of working with such a complex program. The system comprises of a Main User Entry screen, where each Defect can be recorded in detail and the handling of such reported Defects is accomplished in a simple 3 stage process.

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MAIN ENTRY SCREEN

This is the entry screen to the Defect Database. On the left side panel, you have the main Reported Defect navigation area, access to any of these areas is controlled via security, access will be denied until Login is complete. Depending upon the persons access rights he/she will only gain access to the areas they are allowed.



The Text area at the bottom will allow general messages to all User's to be displayed.

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RECORDING A REPORTED DEFECT

Stage1 – Input a Defect

1.

INPUT DEFECT

The entry of reported defects is a simple 3 stage exercise.

Selecting a Property

Stage1. Record the details of the reported defect. Left mouse click the Input Defect button and the following screen will appear. Each reported Defect is automatically Time/Date stamped to ensure accurate recording of logged Defects.

LAND FACTOR DEFECT DATABASE

NEW DEFECTS

REF ID	190	LOG DATE	29/05/2006	LOG TIME	16:26:54	SEARCH PROPERTY DETAILS
REPORTED BY						POST CODE
TITLE	Mr	FIRST NAME	Mr	Mrs	Miss	ESTATE
LAST NAME		TELEPHONE				ADDRESS1
COMMENTS						TOWN/CITY
						CLIENT
						CLEAR

PROPERTY LIST

Property Name	Address1	Locality	Town/City	Post Code	EstateName
WELTON HALL FARM LAND	Welton Hall Farm	Stamfordham	Newcastle-Upon-Tyne	NE18 0LJ	ALLENDALE ESTA
1 BEAR COTTAGE	1 Bear Cottage	Bywell	Stocksfield	NE43 7AJ	ALLENDALE ESTA
1 COMMON HOUSE	1 Common House	Greenshaw Plain	Hexham	NE46 2PJ	J A J STRAKER -1
1 CORONATION GREEN	1 Coronation Green	Ormesby	Middlesbrough	TS3 0LR	ORMESBY
1 COWSLIP HILL COTTAGE	1 Cowslip Hill Cottage	Felton	Morpeth	NE65 9HJ	FELTON PARK E5
1 DILSTON PARK COTTAGE	1 Dilston Park Cottage		Corbridge	NE45 5RB	ALLENDALE ESTA
1 DILSTON SCOUTS CAR PARK	Dilston Mill House		Corbridge	NE45 5QZ	ALLENDALE ESTA
1 DUDLEY PLACE COTTAGE	1 Dudley Place Cottage	Allerheads	Hexham	NE47 9HT	ALLENDALE ESTA
1 FOUNTAIN TERRACE	1 Fountain Terrace	Greenhead	Brampton	CA6	BLENKINSOPP E5
1 HARBORD TERRACE	1 Harbord Terrace	Seaton Sluice	Whitley Bay	NE26 4QT	SEATON DELAWAY
1 HIGH BANK COTTAGE	1 High Bank Cottage		Stocksfield	NE43 7AG	ALLENDALE ESTA
1 HOLMEFOOT COTTAGE	1 Holmefoot Cottage	Brampton	Carlisle	CA8	LADY JANE HOWE
1 JAMES TERRACE	1 James Terrace	Low Row	Brampton	CA8 2LN	HALTWHISTLE E5

Records Found: 1356

TENANT

< | >

Print

REF ID

190

LOG DATE

29/05/2006

LOG TIME

16:28:40

REPORTED BY

TITLE	Mr
FIRST NAME	John
LAST NAME	Smith
TELEPHONE	0191 1234567
COMMENTS	Tenant's father

The details of the person who reports the defect, can be entered in the top left of the screen, select the Title of the person.

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Using the keyboard TAB button will automatically take you to the next data entry field.

In the lower left had part of the screen is a list of the Properties managed by Landfactor, as there are several thousand records, you can reduce this amount of data by using the Search facility in the top right of the screen.

SEARCH PROPERTY DETAILS

POST CODE

ESTATE

ADDRESS1

TOWN/CITY

CLIENT

ACOMB ESTATE
ALLENDALE ESTATES D FUND
ALLENDALE ESTATES G FUND
ALLENDALE ESTATES I FUND
ALLENDALE ESTATES J FUND
ALLENDALE ESTATES M FUND
ALLENDALE ESTATES N FUND
ALLENDALE ESTATES OLD LEAS

Search can be done through each of the Data areas shown, or by using a combination of areas, such Estate and Town.

You can also auto serach by typing in the first few letters or numbers, by asking the person on the phone for the first line of the property address '16' produces several addresses to choose from.

SEARCH PROPERTY DETAILS

POST CODE

ESTATE

ADDRESS1

TOWN/CITY

CLIENT

16 Coronation Green
16 Haig Street
16 Johnson Street
16 Jubilee Bank
16 North Farm Road
16 Park Avenue
16 Plantation Grove
16 Railway Cottages

Once the required property is located, left mouse click the property address in the Properties List.

LAND FACTOR DEFECT DATABASE

NEW DEFECTS

REF ID: 190 LOG DATE: 29/05/2006 LOG TIME: 16:31:18

REPORTED BY:

TITLE:	Mr
FIRST NAME:	John
LAST NAME:	Smith
TELEPHONE:	0191 1234567
COMMENTS:	Tenants Father

PROPERTY LIST

Property Name	Address	Locality	Town/City	Post Code	Estate/Address
1 LOW MILL COTTAGES	1 Low Mill Cottages	Alendale	Heschain	NE47 9CA	ALLENDALE ESTATES
2 LOW MILL COTTAGES	2 Low Mill Cottages	Alendale	Heschain	NE47 9EQ	ALLENDALE ESTATES
THE HORNBY COTTAGES	The Hornby Cottages	Alendale	Heschain	NE47 9EP	ALLENDALE ESTATES
CATTON - GRAZING	Lake House	Merryleas East	District 15	NE46 2NB	ALLENDALE ESTATES
CATTON - SHOOT	Merryleas East	Gatton	Heschain	NE46 2NH	ALLENDALE ESTATES
CATTON - STREAM	Q20 Mrs A Greive	Low Horsley Clough	Carrshield	NE47 8A	ALLENDALE ESTATES
CATTON SPORTS FIELD	Low Hill	Alendale	Heschain	NE49 1SE	ALLENDALE ESTATES
LOW MILL FARM	P O Box 126		Newcastle-Upon-Tyne	NE99 1SE	ALLENDALE ESTATES
NEED					

Records Found: 9

TENANT

1	Mr A Gowland
---	--------------

As you click the properties a tenant search will automatically begin, displaying the Tenant name in the right hand list area.

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Note that several Tenant's may have used the property over time, and therefore you may see several names, the most recent tenant will be the one with the highest number shown before the name.

Once you have identified the Tenant, double left click the name and a CONFIRM



button will appear. At this stage you can change your selection should you have made a mistake in choosing the wrong Tenant or Property details, it would be best to confirm your selection with the person on the phone before clicking CONFIRM.

When you click the Confirmation button the current screen will automatically close and a new screen will appear. This screen is the final part of Stage 1 Defect entry.

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Defect Details

LAND FACTOR DEFECT DATABASE	
NEW DEFECTS	
Section 1 - To be completed by the person who either spots the defect or takes the call reporting the defect.	
REF ID	238
DATE	29/05/2006
PROPERTY REF	125
TENANT	Mr A Gowland
PROPERTY NAME	2 LOW MILL COTTAGES
ADDRESS 1	2 Low Mill Cottages
ADDRESS 2	
LOCALITY	Allendale
TOWN/CITY	Hexham
COUNTY	Northumberland
POST CODE	NE47 9QA
ESTATE	ALLENDALE ESTATES G FUND
MANAGER	Stephen Stublings
CLIENT	Allendale Estates G Fund
PROBLEM	
Water leak from basin in upstairs bathroom	
ENTERED BY:	Yvonne Marriott
ERROR	Yvonne Marriott Mark Tunstall Stephen Stublings Yvonne Marriott Laura Benson Roddy Findlay Alan Sharp Andy Dyer Russell Porter
<input type="button" value="Delete"/> <input type="button" value="Edit"/> <input type="button" value="New"/>	

The Ref ID shown in the top left corner is the unique Defects ID for the record you are about to make. The Date area shows you the current date, this can be changed should you be recording a defect reported several days previous.

The shaded areas are details of the property, these are locked and cannot be edited from this screen, the details also show the Estate that the property belongs, also the Client and the Landfactor Manager responsible for that Estate.

The Buttons to the Left of TENANT and PROPERTY NAME titles, allows you to access these details in the database.

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Updating Tenant Contact Details

On the right of the screen, is the details of the person who reported the Defect. Underneath is the Contact Details for the Tenant – Telephone – Mobile and Email address. If you need to update these at this Stage, you can do so by clicking the buttons to the left of the headings.

Example - if we wish to add all details, first click the 'Telephone' button and a new screen will appear.

CONTACT DETAILS	
	TELEPHONE
	MOBILE
	EMAIL

LAND FACTOR DEFECT DATABASE

TENANT

ID	00125.001
TENANT NAME	M A Gowland
ADDRESS 1	2 Low Mill Cottages
ADDRESS 2	
LOCALITY	Allendale
TOWN/CITY	Hexham
COUNTY	Northumberland
POST CODE	NE47 9QA

CONTACT DETAILS

CONTACT TEL	0191 4557443
MOBILE	
EMAIL	

NOTES

PROPERTY - Double Click to access Property Details

EstateName	Address1	Address2	Town/City	Post Code
ALLENDALE ESTATES G FUND	2 Low Mill Cottages		Hexham	NE47 9QA

Navigation: [Back] [Forward] [Home] [Search]

This is the Tenant screen showing the current tenancy address, also at the bottom of the screen the database will automatically display any previous properties thay may have resided at. The Notes area can be used for any simple notes regarding this Tenant.

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In the top right corner is the Contact Details area, type in here the Tenant contact telephone number, or edit any that were previously entered. To add a Mobile and Email details, click the button to the left of 'Mobile'.

The screenshot shows the 'LAND FACTOR REPAIRS DATABASE' window with 'TENANT DETAILS'. It includes fields for REF ID (AutoNumber), NEW MOBILE, NEW EMAIL, TENANT NAME (Mr A Gowland), TENANT ID (88), MOBILE NUMBER, and EMAIL ADDRESS. At the bottom are buttons for NEW, EDIT, DELETE, and ADD.

We can see here that no details for Mobile or Email have been previously recorded. Click the 'NEW' button to create a new record.

The greyed out boxes will be enabled so that you can enter these details. Note that you do not have to fill in both Mobile and Email, either will do, you can always return and complete or edit these details at another time. Once you have entered the details click the 'ADD' button and the details will be entered into the database.

The screenshot shows the 'LAND FACTOR REPAIRS DATABASE' window with 'TENANT DETAILS'. The NEW MOBILE field contains '07988 3456789' and the NEW EMAIL field contains 'gowland@aol.co.uk'. Other fields like TENANT NAME, MOBILE NUMBER, and EMAIL ADDRESS are also visible. Buttons at the bottom include NEW, EDIT, DELETE, and ADD.

You can see the entered details below the Tenant name. If you wanted to EDIT these details, the button marked 'NEW' will be displayed as 'EDIT', click this and you can amend the details.

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Click the 'CLOSE' button in the bottom right of the screen, this screen will close and the previous screen from where you came from will appear.

The screenshot shows a form for updating tenant details. The left side contains fields for ID (00125.001), Tenant Name (Mr A Gowland), Address 1 (2 Low Mill Cottages), Address 2, Locality (Allendale), Town/City (Hexham), County (Northumberland), and Post Code (NE47 9QA). The right side contains a 'CONTACT DETAILS' section with fields for Contact Tel (0191 4557443), Mobile (07988 3456789), and Email (gowland@aol.co.uk). Below these are sections for 'NOTES' and 'CONTACT DETAILS'.

You can now see that the Tenant details have been updated. Click the 'CLOSE' button in the bottom right of the screen and you will return to STAGE1 of Defect entry.

Recording the Problem

The screenshot shows the 'NEW DEFECTS' screen of the Land Factor Defect Database. It includes fields for REF ID (238), DATE (29/05/2006), PROPERTY REF (125), TENANT (Mr A Gowland), PROPERTY NAME (2 LOW MILL COTTAGES), ADDRESS 1 (2 Low Mill Cottages), ADDRESS 2, LOCALITY (Allendale), TOWN/CITY (Hexham), COUNTY (Northumberland), POST CODE (NE47 9QA), ESTATE (ALLEDALE ESTATES G FUND), MANAGER (Stephen Stubbings), and CLIENT (Allendale Estates G Fund). The 'PROBLEM' field contains the text 'Water leak from basin in upstairs bathroom'. On the right, there are sections for 'REPORTED BY' (TITLE: Mr, FIRST NAME: Mr A Gowland, LAST NAME: Smith, TELEPHONE: 0191 1234567, COMMENTS: Tenant's Father) and 'CONTACT DETAILS' (TELEPHONE: 0191 4557443, MOBILE: 07988 3456789, EMAIL: gowland@aol.co.uk). At the bottom, the 'ENTERED BY' field is set to 'Yvonne Marriott' and there is a 'VIEW REPORT' button.

We can now complete the recording of the reported defect, enter in the details of the 'PROBLEM' and then select your name from the 'ENTERED BY' combo box.

Click the 'VIEW REPORT' button.

The DEFECT REPORT FORM will be displayed showing the details of STAGE1 of the reported defect. You can see that STAGES 2 & 3 are greyed out as these have not yet been completed.

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Defect Report Stage 1

Section 1 has now been completed, incomplete areas are shown greyed.

Client Name:	Allendale Estates G Fund	DEFECTS REPORT FORM		
Estate:	ALLENDALE ESTATES G FUND			
Property:	2 LOW MILL COTTAGES			
Section 1: To be completed by the person who spots the defect or takes the call reporting the defect				
Date Fault Reported:	29/05/2006	Date Entered:	29/05/2006	
Reported By:	Mr A Gowland	Smith	Report Taken By:	Yvonne Marritt
Occupier/Tenant:	Mr A Gowland			
Contact Telephone Number:	Contact Telephone Number: For person who reported defect For Tenant Landline: 0191 455 443 Mobile: 07988 3456789			
Problem:	Water leaking from bath in upstairs bathroom			
Section 2: To be completed by the Property Manager or Administrator responsible for rectification				
Manager:	Stephen Stubbings	Date:		
Project Co-ordinator:				
Action:				
Priority:	Assigned Priority Number and Description	<input type="checkbox"/> 1 = IMMEDIATE (Same Day) <input type="checkbox"/> 2 = URGENT (24/48 Hours) <input type="checkbox"/> 3 = AS SOON AS POSSIBLE (Within 1 week) <input type="checkbox"/> 4 = AS SOON AS CONVENIENT (Within 1 month) <input type="checkbox"/> 5 = ROUTINE (As and when work load permits)		
Section 3: To be completed by the Administrator responsible for carrying out the action stated in Section 2				
Tenant Undertaking Work:	<input type="checkbox"/> (No further action Required)			
Repair Category:				
Contractor Instructed:				
Date Contractor Instructed:				
Instruction to Contractor:				
Estimated Cost:		File Reference: <input type="text"/>		
Approved Contractor:	<input type="checkbox"/>			
Complaint Contractor:	<input type="checkbox"/>			
29 May 2006				

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Finally close this screen and click the 'PRINT' button to printout and file the DEFECT REPORT FORM. Then click the 'CLOSE' button, to exit STAGE1.

Should you have not completed the necessary fields during stage1, a yellow 'WARNING' message will appear, preventing you from leaving STAGE1 until the necessary fields have been completed.

You will now be returned to the Entry Screen.

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Stage2 – Assign a Defect Action

2. **ASSIGN DEFECT ACTION**

Stage2. Assign Action and Project Coordinator to be responsible for this reported defect. Left mouse click the button and the following screen will

LAND FACTOR DEFECT DATABASE

NEW DEFECTS

SELECT MANAGER

DEFECT ID

DEFECTS AWAITING ACTION - Double click to Display Defect Action Form

DateEntered	ManagerName	Property Name	Tenant Name	CategoryName	Complaint
09/06/2006	Peter Combes	1 COMMON HOUSE	Mr & Mrs Jewitt	Unassigned	Pipes leaking in bathroom
09/06/2006	Hugo Remnant	1 COWSLIP HILL COTTAGE	Dr R J Fisher	Unassigned	Light fitting loose
09/06/2006	Hugo Remnant	1 COWSLIP HILL COTTAGE	Dr R J Fisher	Unassigned	Garden wall collapsed

appear.

The list will show all the reported Defects, which have not had any Action or Project Coordinator assigned. The default appearance is ALL outstanding non assign Defects.

Displaying Defects by Manager Name

LAND FACTOR DEFECT DATABASE

NEW DEFECTS

SELECT MANAGER

Double click to Display Defect Action Form

Property Name	Tenant Name	CategoryName	Complaint
1 COMMON HOUSE	Mr & Mrs Jewitt	Unassigned	Pipes leaking in bathroom
1 COWSLIP HILL COTTAGE	Dr R J Fisher	Unassigned	Light fitting loose
1 COWSLIP HILL COTTAGE	Dr R J Fisher	Unassigned	Garden wall collapsed

Above the list is a filter that allows you to display Defects related to specific Managers.

Select this drop down list and select any Manager's name.

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When a filter has been applied, the list will auto populate and display any Defects for the selected Manager.

The screenshot shows a Windows application window titled "LAND FACTOR DEFECT DATABASE". At the top, there's a menu bar with "SELECT MANAGER" and "NEW DEFECTS". Below the menu is a dropdown labeled "SELECT MANAGER" with "Hugo Remnant" selected. A table titled "DEFECTS AWAITING ACTION - Double click to Display Defect Action Form" lists two entries:

DateEntered	ManagerName	Property Name	Tenant Name	CategoryName	Complaint
09/06/2006	Hugo Remnant	I COWSLIP HILL COTTAGE	Dr R J Fisher	Unassigned	Light fitting loose
09/06/2006	Hugo Remnant	I COWSLIP HILL COTTAGE	Dr R J Fisher	Unassigned	Garden wall collapsed

At the bottom right of the application window are three small icons: a magnifying glass, a floppy disk, and a clipboard.

Next double click any Defect and the Defect Action screen will appear for the selected Defect.

Details Form

The screenshot shows the "DEFECT ACTION" tab of the "LAND FACTOR DEFECT DATABASE" application. It includes sections for "ACTION DETAILS", "PROPERTY DEFECT LIST", and "DEFECTS HISTORY".

ACTION DETAILS:

- Section 2 -** To be completed by Defect Administrator or the Manager
- DEFECT ID:** 240
- TENANT:** Dr R J Fisher
- PROPERTY:** I COWSLIP HILL COTTAGE
- ESTATE:** FELTON PARK ESTATE
- MANAGER:** Hugo Remnant
- PROJECT COORDINATOR:** Unassigned
- COORDINATORS:** Henry
- PRIORITY:** 10 Unassigned

DEFECT REPORT: DATE: TODAY

PROBLEM: Light fitting loose

ACTION: [Large text area]

DEFECT REPORT: [Icons for Print, Save, and Close]

The Date that this stage has been filled out has to be added, left click the TODAY command and the date will auto appear.

The Date can be edited, if required.

Should you forget to add a Date, this will

automatically be assigned, when you select the Priority for the Defect.

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Project Coordinator & Priority

The reported effect Problem details can be seen, this can be added to if new information has arrived. Types into the Problem box any new information and

ACTION DETAILS PROPERTY DEFECT LIST DEFECTS HISTORY

Section 2 - To be completed by Defect Administrator or the Manager

DEFECT ID: 240
TENANT: Dr R J Fisher
PROPERTY: 1 COWSLIP HILL COTTAGE
ESTATE: FELTON PARK ESTATE
MANAGER: Hugo Remnant
PROJECT COORDINATOR: Henry
COORDINATORS: Henry
Double click to select

PRIORITY: 1 URGENT - complete within 1 week

ACTION: 1 To be attended within a month
2 To Do when work permits
3 To Do when work permits
4 To Do when work permits
5 To Do when work permits
6 To Do when work permits
7 To Do when work permits
8 To Do when work permits

DATE: 07/06/2006 TODAY
PROBLEM: Light fitting loose

DEFECT REPORT:

the database will be updated.
Select a Project Coordinator for the Defect from the List shown highlighted Yellow background.
Each Defect has to

have a Priority Level, left click the Combo box, and a list of priorities will appear, left click the required priority.

Action Details

ACTION DETAILS PROPERTY DEFECT LIST DEFECTS HISTORY

Section 2 - To be completed by Defect Administrator or the Manager

DEFECT ID: 240
TENANT: Dr R J Fisher
PROPERTY: 1 COWSLIP HILL COTTAGE
ESTATE: FELTON PARK ESTATE
MANAGER: Hugo Remnant
PROJECT COORDINATOR: Henry
COORDINATORS: Henry
Double click to select

PRIORITY: 1 URGENT - complete within 1 week

ACTION:
The light fitting should be replaced if there are signs of damage or it is too old.

DATE: 07/06/2006 TODAY
PROBLEM: Light fitting loose

DEFECT REPORT:

The Action for the Defect should be completed; this will instruct whichever Contractor is assigned to undertake the repair any special considerations on completing the repair.

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The final stage is to printout the report for this stage of the reported Defect. The left button will display on screen the full Report; click the right button to printout the Report for filing.



Defect Report Stage2

ClientName:	Lady Talbot Of Malahide			DEFECTS REPORT FORM	
Estate:	FELTON PARK ESTATE				
Property:	1 COWSLIP HILL COTTAGE				
Section 1: To be completed by the person who spots the defect or takes the call reporting the defect					
Date Fault Reported:	09/06/2006	Defect ID on Computer:	240		
Reported By:	Dr R J Fletcher	Date Entered:	09/06/2006		
Occupier/Tenant:	Dr R J Fletcher	Report Taken By:	Hugo Remnant		
Contact Telephone Number:	Contact Telephone Number: Person who reported defect				
For Text:				Landline:	
Mobile:				Mobile:	
Problem:	Light fitting broken				
Section 2: To be completed by the Property Manager or Administrator responsible for actioning					
Manager:	Hugo Remnant	Date:	07/06/2006		
Project Co-ordinator:	Reilly				
Action:	The lighting is to be replaced if there are signs of damage or it is too old.				
Priority:	Assigned Priority Number and Description	<input type="checkbox"/> 1 = IMMEDIATE (Same Day) <input type="checkbox"/> 2 = URGENT (24/48 Hours) <input type="checkbox"/> 3 = AS SOON AS POSSIBLE (Within 1 week) <input type="checkbox"/> 4 = AS SOON AS CONVENIENT (Within 1 month) <input type="checkbox"/> 5 = ROUTINE (As and when work load permits)			
Section 3: To be completed by the Administrator responsible for carrying out the action stated in Section 2					
Tenant Undertaking Work:	<input type="checkbox"/> (No further action Required)				
Repair Category:					
Contractor Instructed:					
Date Contractor Instructed:					
Instruction to Contractor:					
Estimated Cost:				File Reference: <input type="text"/>	
Approved Contractor:	<input type="checkbox"/>				
Compliant Contractor:	<input type="checkbox"/>				
09 June 2006					

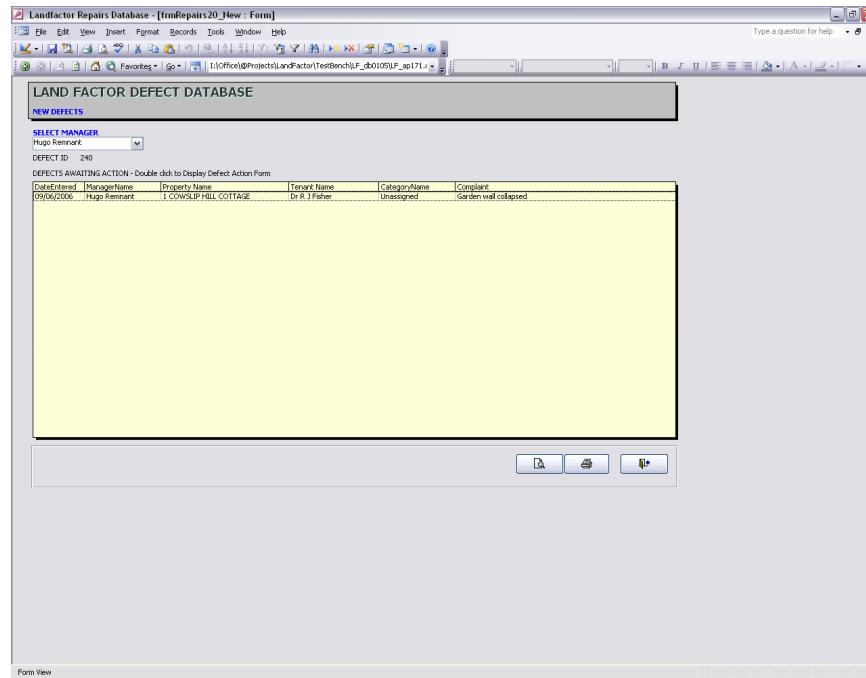
The Report shows all the details relating to the Defect at this stage and the previous stage.

The grey area at the bottom shows that the third stage has not yet been completed. By looking at the dates on Stages 1 & 2, you can see when these were completed.

DEFECTS DATABASE USER MANUAL

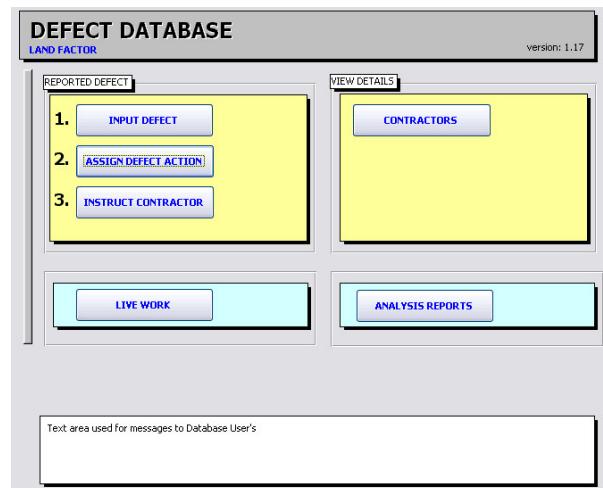
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When you close the Defect Action screen, you will be returned to the Stage2 Defect List.



The previously completed Defect will then automatically be removed from the List, showing the remaining Defects that need Actions to be assigned.

You can complete another Defect Action or close the screen to return to the Main Entry Screen.



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Stage3 – Assign Defect Action

3. INSTRUCT CONTRACTOR

Stage3. Assign Contractor and Printout Letter to inform the Contrcator of the Defect to be repaired.

Left mouse click the button and the following screen will appear.

DateEntered	ManagerName	Priority	Property Name	Tenant Name	Complaint
11/04/2006	Peter Combes	1	DUKESFIELD MILL COTTAGE	Mrs Lara Turner	Light fitting loose
29/05/2006	Stephen Stublings	1	2 LOW MILL COTTAGES	Mr A Gowland	Water leak from basin in upstairs bathroom
09/06/2006	Hugo Remnant	1	1 COWSLIP HILL COTTAGE	Dr R J Fisher	Light fitting loose

The list will show all

the reported Defects,

which have not had any

Contractor assigned.

The default appearance is

ALL outstanding non assign

Defects.

Above the list is a filter that allows you to display Defects related to specific Managers.

REPAIR ID:	240
TENANT:	Dr R J Fisher
PROPERTY:	1 COWSLIP HILL COTTAGE
ESTATE:	FELTON PARK ESTATE
TENANT UNDERTAKING REPAIR:	<input type="checkbox"/>
DEFECT CAT:	Unassigned
ACTION: Repair faulty light fitting	
INSTRUCTION TO CONTRACTOR:	
CONTRACTOR:	
None	
Insurer Name: Norwich Union InsVerified: No Insured to: 01/01/2010	
Approved: Yes Compliant: Yes Accreditation: Expiry Date:	
OPEN: <input checked="" type="checkbox"/> DATE INSTRUCTED: <input type="text"/> ESTIMATED COST: £0.00 FILE REF: <input type="text"/> INVOICE REF: <input type="text"/>	
DEFECT REPORT: <input type="button"/> <input type="button"/> <input type="button"/>	
PRINT CONTRACTOR LETTER: <input type="button"/> <input type="button"/> <input type="button"/>	

DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Assign a Contractor

Next double click any Defect and the Contractor Defects Action screen will appear for the selected Defect.

Complete any special instruction to the Contractor and then select a Defect Category to the Defect. All Defects fall into distinct Defect categories, e.g. Light Fitting would be Electrical.

By selecting a category, will allow the database to first search all records and display any contractor who normally looks after that Estate and can

undertake that type of repair. Should none be found a blank list will appear, with a green background.

DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Finding an Approved Contractor

To locate any Contractor who can undertake the selected repair category, double click the green area and a new search will begin.

A new list of Contractors is shown; the category Name field shows that each one can undertake 'Electrical' repairs.

CONTRACTOR		DEFECT COMMENTS																																																																			
Section 3 -																																																																					
REPAIR ID	240	ACTION																																																																			
TENANT	Dr R J Fisher	Repair faulty light fitting																																																																			
PROPERTY	1 COWSLIP HILL COTTAGE																																																																				
ESTATE	FELTON PARK ESTATE																																																																				
TENANT UNDERTAKING REPAIR	<input type="checkbox"/>	INSTRUCTION TO CONTRACTOR																																																																			
DEFECT CAT	Electrical	Replace the fitting if it shows any signs of damage and inform us of any materials used.																																																																			
CONTRACTOR																																																																					
<table border="1"><thead><tr><th>Company</th><th>Town/City</th><th>Telephone</th><th>CategoryName</th><th>InsVerified</th><th>Approved</th><th>Compliant</th></tr></thead><tbody><tr><td>A Simmons Electrical Contr.</td><td>Whitley Bay</td><td>0191 2371592</td><td>Electrical</td><td>Yes</td><td>Yes</td><td>No</td></tr><tr><td>Bartram Walker</td><td>Hexham</td><td>01434 602441</td><td>Electrical</td><td>No</td><td>No</td><td>No</td></tr><tr><td>Burncliffe Electrical</td><td>Hexham</td><td>01434 602171</td><td>Electrical</td><td>No</td><td>No</td><td>No</td></tr><tr><td>Holywell Joinery Limited</td><td>Seaton Delaval</td><td>0191 2370190</td><td>Electrical</td><td>No</td><td>No</td><td>No</td></tr><tr><td>J Todd</td><td>Haltwhistle</td><td>01434 320647</td><td>Electrical</td><td>No</td><td>No</td><td>No</td></tr><tr><td>Morrow Electrical Ltd</td><td>Middlesbrough</td><td>01642 577775</td><td>Electrical</td><td>No</td><td>No</td><td>No</td></tr><tr><td>Parkside Electrical Contract</td><td>Ashington</td><td>01670 855771</td><td>Electrical</td><td>No</td><td>No</td><td>No</td></tr><tr><td>Scantime</td><td>Prudhoe</td><td>01661 888333</td><td>Electrical</td><td>No</td><td>Yes</td><td>Yes</td></tr></tbody></table>							Company	Town/City	Telephone	CategoryName	InsVerified	Approved	Compliant	A Simmons Electrical Contr.	Whitley Bay	0191 2371592	Electrical	Yes	Yes	No	Bartram Walker	Hexham	01434 602441	Electrical	No	No	No	Burncliffe Electrical	Hexham	01434 602171	Electrical	No	No	No	Holywell Joinery Limited	Seaton Delaval	0191 2370190	Electrical	No	No	No	J Todd	Haltwhistle	01434 320647	Electrical	No	No	No	Morrow Electrical Ltd	Middlesbrough	01642 577775	Electrical	No	No	No	Parkside Electrical Contract	Ashington	01670 855771	Electrical	No	No	No	Scantime	Prudhoe	01661 888333	Electrical	No	Yes	Yes
Company	Town/City	Telephone	CategoryName	InsVerified	Approved	Compliant																																																															
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Scantime	Prudhoe	01661 888333	Electrical	No	Yes	Yes																																																															
<input checked="" type="checkbox"/> OPEN	DATE INSTRUCTED	09/06/2006	ESTIMATED COST	£0.00																																																																	
FILE REF			INVOICE REF																																																																		
				DEFECT REPORT:																																																																	
				PRINT CONTRACTOR LETTER:																																																																	

The Town/City that the Contractor is based is also shown, this allows you to select the appropriate one nearest the Property where the Defect has been reported.

DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

There are 3 other conditions that should also be considered before selecting the Contractor to undertake the repair.

1. Has the Contractor Insurance been Verified
2. Is the Contractor an Approved Contractor by Land Factor
3. Is the Contractor Compliant with Land Factor regulations

Company	Town/City	Telephone	CategoryName	InsVerified	Approved	Compliant
A Simmons Electrical Contr.	Whitley Bay	0191 2371592	Electrical	Yes	Yes	No
Bartram Walker	Hexham	01434 602441	Electrical	No	No	No
Burncliffe Electrical	Hexham	01434 602171	Electrical	No	No	No
Holywell Joinery Limited	Seaton Delaval	0191 2370190	Electrical	No	No	No
J Todd	Haltwhistle	01434 320647	Electrical	No	No	No
Morrow Electrical Ltd	Middlesborough	01642 577775	Electrical	No	No	No
Parkside Electrical Contract	Ashington	01670 855771	Electrical	No	No	No
Scantime	Prudhoe	01661 888333	Electrical	No	Yes	Yes

Left click the required Contractor and the details will be added to the database under the appropriate Defect.

The screenshot shows the 'DEFECT COMMENTS' screen. At the top, there are tabs for 'CONTRACTOR' and 'DEFECT COMMENTS'. Below the tabs, there is a section titled 'Section 3 -' containing various fields:

- REPAIR ID: 240
- TENANT: Dr R J Fisher
- PROPERTY: 1 COWSLIP HILL COTTAGE
- ESTATE: FELTON PARK ESTATE
- TENANT UNDERTAKING REPAIR:
- DEFECT CAT: Electrical

Below these fields, there is a section titled 'ACTION' with the value 'Repair faulty light fitting'. Another section titled 'INSTRUCTION TO CONTRACTOR' contains the instruction: 'Replace the fitting if it shows any signs of damage and inform us of any materials used.'

Under the 'CONTRACTOR' tab, a table displays information for 'A Simmons Electrical Contracto' located in Whitley Bay, contact person Alan. The table includes:

Insurer Name	InsVerified	Insured to
Norwich Union	Yes	01/01/2010
Approved	Compliant	
Yes	No	
Accreditation	ExpiryDate	

At the bottom of the screen, there are status indicators: OPEN (checked), DATE INSTRUCTED (09/06/2006), ESTIMATED COST (£0.00), FILE REF (06147/12ABC), and INVOICE REF (empty).

The information area under the selected Contractor displays their details; this provides additional information on the one chosen.

DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

The Date Instructed is automatically completed when this form is opened.

File Ref is a field created from the Properties Database. The Land Factor Invoice Ref can be completed at any time.

Tenant Undertaking Repair

Should the Tenant decide to undertake their own repair(s), Left Click the checkbox 'Tenant Undertaking Repair' - Do not select a Contractor.

Section 3 -

REPAIR ID	197
TENANT	Mrs Lara Turner
PROPERTY	DUKESFIELD MILL COTTAGE
ESTATE	ALLENDALE ESTATES D FUND
TENANT UNDERTAKING REPAIR	<input checked="" type="checkbox"/>
DEFECT CAT	Electrical

Stage3 Reports

There are 2 Reports that need to be printed

1. Defect Report
2. Print Contractor Letter

DEFECT REPORT:	 
PRINT CONTRACTOR LETTER:	 

The Preview buttons allow you to examine these for any errors before final printing.

DEFECTS DATABASE USER MANUAL
Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Defect Report Stage3

The form shows that all 3 Stages are complete.

Client Name:	Lady Talbot Of Malahide		DEFECTS REPORT FORM		
Estate:	FELTON PARK ESTATE				
Property:	1 COWSLIP HILL COTTAGE				
<hr/>					
Section 1: To be completed by the person who first spots the defect or takes the call reporting the defect					
Date Fault Reported:	09/06/2006	Date Entered:	09/06/2006	Defect ID on Computer:	240
Reported By:	Dr R J Fitter	Report Taken By:	Yvonne Marritt		
Occupier/Tenant:	Dr R J Fitter				
Contact Telephone Numbers:	Contact Telephone Number (For person who reported defect)				
For Tenant:	Landline:				
Mobile:					
Problem:	Light fitting loose				
<hr/>					
Section 2: To be completed by the Property Manager or Administrator responsible for rectifying					
Manager:	Hugo Remnant	Date:	07/06/2006		
Project Co-ordinator:	Henry				
Action:	Repair faulty light fitting				
Priority:	Assigned Priority Number and Description		<input checked="" type="checkbox"/> 1 = IMMEDIATE (Same Day) <input type="checkbox"/> 2 = URGENT (24/48 Hours) <input type="checkbox"/> 3 = AS SOON AS POSSIBLE (Within 1 week) <input type="checkbox"/> 4 = AS SOON AS CONVENIENT (Within 1 month) <input type="checkbox"/> 5 = ROUTINE (As and when work load permits)		
<hr/>					
Section 3: To be completed by the Administrator responsible for carrying out the action stated in Section 2					
Tenant Undertaking Work:	<input type="checkbox"/> (No further action Required)				
Repair Category:	Electrical				
Contractor Instructed:	Alan Simmous	Alan Simmous Electrical Contracts			
Date Contractor Instructed:	09/06/2006				
Instruction to Contractor:	Replace the fitting if it shows any signs of damage and inform us of any materials used.				
Estimated Cost:	£0.00	File Reference: 06147/I2ABC			
Approved Contractor:	<input type="checkbox"/>				
Complaint Contractor:	<input type="checkbox"/>				
09 June 2006					

DEFECTS DATABASE USER MANUAL
Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Contractor Letter

The letter displays all the details on the Reported Defect.

Defect:	06147/12ABC	Bywell Estate Office
Youtlet:		Stocksfield
		Northumberland
		NE43 7AQ
A Simmons Electrical Contracto		
5 Bristol Street		Tel: 01661 843168
New Hartley		Fax: 01661 842838
Whitley Bay		Email: info@landfactor.co.uk
NE25 0SH		www.landfactor.co.uk
Date:	09 June 2006	
Ref/Repair:	FELTON PARK ESTATE	
	<u>1 COWSLIP HILL COTTAGE</u>	
<p>Dear Alan</p> <p>The following problem has arisen at the above property:</p> <p>Problem: Light fitting loose Tenant: Dr R J Fisher Tel: Manager: Hugo Remnant</p> <p>I will be grateful if you would contact the Tenant on the phone and arrange to visit the premises at your earliest convenience to undertake the following repair:</p> <p>Repair: Repair faulty light fitting Replace the fitting if it shows any signs of damage and inform us of any materials used. This remedial action carries Priority Status 1 1 = URGENT to attend ASAP / to be completed within week 2 = To be completed within a month 3 = To do as and when work bad permits 4 = 5 =</p> <p>When submitting your final account to:</p> <p>Estate FELTON PARK ESTATE Property 6147</p> <p>o/o Land factor at this office, please could you quote this reference: HCR / 240 Many thanks for your attention and, if you have any queries, please do not hesitate to contact me.</p> <p>Yours sincerely</p> <p>Hugo Remnant c.c. Dr R J Fisher 1 COWSLIP HILL COTTAGE</p>		

Printed: 09 June 2006

DEFECTS DATABASE USER MANUAL
Land Factor, Bywell Estate Office, Stocksfield, Northumberland

LIVE WORK

Review all reported Defects



Live Work. Select any Live Reported Defect at any Stage from 1 – 3. Details can be edited by selecting a Reported Defect and then selecting the required Stage to be edited.

Left mouse click the button and the following screen will appear.

LAND FACTOR DEFECT DATABASE

LIVE WORK

SELECT MANAGER LIVE CLOSED

REPORTED DEFECTS IN PROGRESS - Click on record to show details and Access Reported Defects

DateEntered	ManagerName	Priority	EstateName	Property Name	CategoryName	Complaint
09/06/2006	Hugo Remnant	10	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Unassigned	Garden wall collapsed
09/06/2006	Hugo Remnant	1	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Electrical	Light fitting loose
09/06/2006	Peter Combes	10	J A J STRAKER -1968 SETTLEMENT	1 COMMON HOUSE	Unassigned	Pipes leaking in bathroom
29/05/2006	Stephen Stubbing	1	ALLENDALE ESTATES G FUND	2 LOW MILL COTTAGES	Unassigned	Water leak from basin in upstairs
11/04/2006	Peter Combes	1	ALLENDALE ESTATES D FUND	DUKESFIELD MILL COTTAGE	Unassigned	Light fitting loose
10/04/2006	Peter Combes	2	ALLENDALE ESTATES D FUND	DUKESFIELD ESTATE SHOOT	Chimney Sweep	Burning smell in hallway
05/04/2006	Peter Combes	1	ALLENDALE ESTATES N FUND	1 & 2 WEST COTTAGE	Chimney Sweep	Burst pipes in loft

DEFECT ID Tenant Name Contact Telephone Contact Mobile Contact Email

JOB STATUS

STAGE	1. MANAGER	2. PROJECT COORDINATOR	3. CONTRACTOR	CONTRACTOR LETTER:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="button"/>	<input type="button"/>	<input type="button"/>	<input type="button"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="button"/>	<input type="button"/>	<input type="button"/>	<input type="button"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="button"/>	<input type="button"/>	<input type="button"/>	<input type="button"/>

ALTER

- REPORTED DEFECT
- DEFECT ACTION
- CONTRACTOR INSTRUCTION

DEFECT EVENT LOG

CLOSE

The list defaults to displaying ALL current LIVE Reported Defects.

A filter is available above the Reported Defects list, allowing you to select a Manager and view a list of any outstanding work.

DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Defect Stage Details

Left click any Defect in the list, will populate the data fields in the lower half of the screen.

SELECT MANAGER LIVE CLOSED

REPORTED DEFECTS IN PROGRESS - Click on record to show details and Access Reported Defects

DateEntered	ManagerName	Priority	EstateName	Property Name	CategoryName	Complaint
09/06/2006	Hugo Remnant	10	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Unassigned	Garden wall collapsed
09/06/2006	Hugo Remnant	1	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Electrical	Light fitting loose
09/06/2006	Peter Combes	10	J A J STRAKER -1968 SETTLEMENT	1 COMMON HOUSE	Unassigned	Pipes leaking in bathroom
29/05/2006	Stephen Stublings	1	ALLENDALE ESTATES G FUND	2 LOW MILL COTTAGES	Unassigned	Water leak from basin in upstairs
11/04/2006	Peter Combes	1	ALLENDALE ESTATES D FUND	DUKESFIELD MILL COTTAGE	Unassigned	Light fitting loose
10/04/2006	Peter Combes	2	ALLENDALE ESTATES D FUND	DUKESFIELD ESTATE SHOOT	Chimney Sweep	Burning smell in hallway
05/04/2006	Peter Combes	1	ALLENDALE ESTATES N FUND	1 & 2 WEST COTTAGE	Chimney Sweep	Burst pipes in loft

DEFECT ID	Tenant Name	Contact Telephone	Contact Mobile	Contact Email
240	Dr R J Fisher			

JOB STATUS			ALTER
STAGE	1. MANAGER	2. PROJECT COORDINATOR	3. CONTRACTOR
	Hugo Remnant	Henry	A Simmons Electrical Contracto
	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
CONTRACTOR LETTER:			

REPORTED DEFECT
DEFECT ACTION
CONTRACTOR INSTRUCTION
DEFECT EVENT LOG
CLOSE

The lower half 'Job Status' displays the current state of each Defect, here you can see if the main details at each stage have been completed.

DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Preview - Print - Edit each Stage

JOB STATUS	
STAGE	1. MANAGER
	Hugo Remnant
	 
2. PROJECT COORDINATOR	Henry
	 
3. CONTRACTOR	A Simmons Electrical Contracto
	 
CONTRACTOR LETTER:	
	 

The buttons to the right, allow you to Preview and Printout the various Reports as were created at each stage, the lower 2 buttons allow viewing and printout of the Contractor's Letter.

Alongside each stage to the right, provides access to each of the 3 Stages, allowing you to view and alter any of the previously completed forms for the Reported Defect.

JOB STATUS	
STAGE	1. MANAGER
	Hugo Remnant
	 
2. PROJECT COORDINATOR	Henry
	 
3. CONTRACTOR	A Simmons Electrical Contracto
	 
CONTRACTOR LETTER:	
	 

ALTER

REPORTED DEFECT

DEFECT ACTION

CONTRACTOR INSTRUCTION

DEFECT EVENT LOG

CLOSE

DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Incomplete Defects can easily be seen via the Job Status area.

REPORTED DEFECTS IN PROGRESS - Click on record to show details and Access Reported Defects						
DateEntered	ManagerName	Priority	EstateName	Property Name	CategoryName	Complaint
09/06/2006	Hugo Remnant	10	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Unassigned	Garden wall collapsed
09/06/2006	Hugo Remnant	1	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Electrical	Light fitting loose
09/06/2006	Peter Combes	10	J A J STRAKER -1968 SETTLEMENT	1 COMMON HOUSE	Unassigned	Pipes leaking in bathroom
29/05/2006	Stephen Stublings	1	ALLENDALE ESTATES G FUND	2 LOW MILL COTTAGES	Unassigned	Water leak from basin in upsta
11/04/2006	Peter Combes	1	ALLENDALE ESTATES D FUND	DUKESFIELD MILL COTTAGE	Unassigned	Light fitting loose
10/04/2006	Peter Combes	2	ALLENDALE ESTATES D FUND	DUKESFIELD ESTATE SHOOT	Chimney Sweep	Burning smell in hallway
05/04/2006	Peter Combes	1	ALLENDALE ESTATES N FUND	1 & 2 WEST COTTAGE	Chimney Sweep	Burst pipes in loft

DEFECT ID	Tenant Name	Contact Telephone	Contact Mobile	Contact Email
239	Mr & Mrs Jewitt	0191 777555		

JOB STATUS					
STAGE	1. MANAGER	2. PROJECT COORDINATOR	3. CONTRACTOR		
	Peter Combes	Unassigned	None		
CONTRACTOR LETTER:					

ALTER		
<input type="checkbox"/> REPORTED DEFECT <input type="checkbox"/> DEFECT ACTION <input type="checkbox"/> CONTRACTOR INSTRUCTION		
DEFECT EVENT LOG		
<input type="checkbox"/> CLOSE		

In the image above, we see that Defect number 239, has completed Stage1, but Stages 2&3 are incomplete. By using the Alter buttons on the right, you can access the correct forms, and complete these Stages; this allows you quick access to the Reported Defect at any stage, without having to return to the Main Entry screen.

DEFECTS DATABASE USER MANUAL
Land Factor, Bywell Estate Office, Stocksfield, Northumberland

DEFECT EVENT LOG

Creating a Defect Event

During the life and after Reported Defect's have been repaired, there may be a number of occasions when Tenant's or relatives of Tenant's may contact the office to inform the office of other problems relating to the Reported Defect, or request information on progress. Should this be received, select the Reported Defect form the list and then left click the button marked 'Defect Event Log', the following screen then appears.

The screenshot shows a computer interface for managing defect logs. At the top, a header bar reads "LAND FACTOR DEFECT DATABASE" and "DEFECT EVENT LOG". Below this, a sub-header says "PROPERTY DEFECT LOG - Double click to edit". A table is displayed with columns: RepairLogID, Log Date, Report Date, Type, and Description. The Description column is highlighted with a light green background. At the bottom of the screen, there are several buttons: a blue "NEW" button, and three small icons representing search, refresh, and a plus sign.

This screen will list all the Logged communications between the Tenant and their representatives who call the Office regarding the Reported Defect.

DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Click the New button to create a new event log.

DEFECT EVENT LOG			
REF ID	(AutoNumber)	DEFECT ID	0
SYS LOG DATE	09/06/2006	DEFECT DATE	09/06/2006
TYPE	<input type="text"/>	ERROR	<input type="checkbox"/>
REPORT DATE	<input type="text"/>		
DESCRIPTION	<input type="text"/>		

The current Date will automatically be recorded to the log.

REF ID	(AutoNumber)	DEFECT ID	0
SYS LOG DATE	09/06/2006	DEFECT DATE	09/06/2006
TYPE	<input type="button" value="▼"/>		
REPORT DATE	<input type="button" value="Telephone"/> <input type="button" value="Letter"/> <input type="button" value="Verbal"/> <input type="button" value="Agent"/>		
DESCRIPTION	<input type="text"/>		

Select the 'Type' combo and select from the list, the description that is suitable for the event you are to create.

DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

When you have selected the type of log, the 'Reported Date' field will automatically be completed and the 'Defect ID' will be added to the logged event.

REF ID	40	DEFECT ID	240
SYS LOG DATE	09/06/2006	DEFECT DATE	09/06/2006
TYPE	Telephone	ERROR	<input type="checkbox"/>
REPORT DATE	09/06/2006		
DESCRIPTION			
Tenant called 2pm to ask about progress.			
<input type="button" value="Close"/>			

The 'Description' fields allow you to add a short description relating to the event.

Left click the 'Close' button to return the Logged Event List.

LAND FACTOR DEFECT DATABASE

DEFECT EVENT LOG

DEFECT ID 240				
PROPERTY DEFECT LOG - Double click to edit				
RepairLogID	Log Date	Report Date	Type	Description
40	09/06/2006	09/06/2006	Telephone	Tenant called 2pm to ask about progress.

NEW

The completed event is shown; if you wish to edit this event, double click the event to return to the event details form.

There is no restriction to the number of events that can be logged.

Click the Preview button to view the Event Log Report for this Defect, or the Print

button to output a paper copy.

DEFECTS DATABASE USER MANUAL
Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Event Log Report

The Report includes the details on the Property and the reported defect, also all of any reported Events related to the defect.

ClientName	Lady Talbot Of Malahide		DEFECTS EVENT LOG REPORT
Estate:	FELTON PARK ESTATE		
Property:	1 COWSLIP HILL COTTAGE		
Section 1: To be completed by the person who spots the defect or takes the call reporting the defect			
Date Fault Reported:	09/06/2006	Defect ID on Computer:	240
Reported By:	Dr R J Fisher	Date Entered:	09/06/2006
Occupier/Tenant	Dr R J Fisher	Report Taken By:	Yvonne Marritt
Contact Telephone Numbers:	Contact Telephone Numbers: For person who reported defect		
	For Tenant	Landline:	
		Mobile:	
Problem :	Light fitting loose		
Stage 1	Manager:	Hugo Remnant	
Stage 2	Project Co-ordinator:		
Stage 3	Contractor Assigned:		
Priority:	URGENT - complete within 1 week		
Date	Action Type	Description	
09/06/2006	Telephone	Tenants called 8pm to ask about progress.	
12 June 2006			

DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Event Log Error

Should you make a mistake in recording an event and wish to remove it

LAND FACTOR REPAIRS DATABASE

DEFECT EVENT LOG

REF ID	41	DEFECT ID	240
SYS LOG DATE	12/06/2006	DEFECT DATE	09/06/2006
TYPE	Telephone	ERROR	<input checked="" type="checkbox"/>
REPORT DATE	12/06/2006		

DESCRIPTION

Tenant Called problem has been fixed

Buttons:

altogether, double click the Event in the List view and Left Click the 'Error' Checkbox; the event will then be removed from the List.

DEFECTS DATABASE USER MANUAL
Land Factor, Bywell Estate Office, Stocksfield, Northumberland

CLOSING A REPORTED DEFECT

Date Entered	Manager Name	Priority	Description	Property Name	Category Name	Complaint
09/06/2006	Hugo Remnant	10	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Unassigned	Garden wall collapsed
09/06/2006	Hugo Remnant	1	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Electrical	Light fitting loose
09/06/2006	Peter Combes	10	3 AJ STRAKER -1968 SETTLEMENT	1 COMMON HOUSE	Unassigned	Pipes leaking in bathroom
29/05/2006	Stephen Stubbing	1	ALLENDALE ESTATES G FUND	2 LOW MILL COTTAGES	Unassigned	Water leak from basin in upstair
11/04/2006	Peter Combes	1	ALLENDALE ESTATES D FUND	DUKESFIELD MILL COTTAGE	Unassigned	Light fitting loose
10/04/2006	Peter Combes	2	ALLENDALE ESTATES D FUND	DUKESFIELD ESTATE SHOOT	Chimney Sweep	Burning smell in hallway
05/04/2006	Peter Combes	1	ALLENDALE ESTATES N FUND	1 & 2 WEST COTTAGE	Chimney Sweep	Burst pipes in loft

DEFECT ID	Tenant Name	Contact Telephone	Contact Mobile	Contact Email
240	Dr R J Fisher			

JOB STATUS		ALTER	
STAGE	1. MANAGER	<input type="text" value="Hugo Remnant"/>	<input type="button" value=""/>
	2. PROJECT COORDINATOR	<input type="text" value="Henry"/>	<input type="button" value=""/>
	3. CONTRACTOR	<input type="text" value="A Simmons Electrical Contracts"/>	<input type="button" value=""/>
CONTRACTOR LETTER:			
<input type="button" value=""/>			

When a reported defect has been repaired, select the listed Defect and Left Click the 'CLOSE' button in the lower right corner.

The Close Defect screen will appear.

LAND FACTOR DEFECT DATABASE					
CLOSE DEFECT					
REPAIR ID	240	OPEN	<input type="checkbox"/>	ERROR	<input type="checkbox"/>
CLOSED	<input checked="" type="checkbox"/>			DATE CLOSED	12/06/2006
CLOSED COMMENT	Light Fitting has been replaced and tested.				

Left Click the 'CLOSED' Checkbox. You can include any closing comments.

When you close the screen from the 'Exit' button, the Reported Defect will be removed from the Live Work list.

DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Viewing Closed Work

From the Live Work screen, Left Click the 'Closed' checkbox and all completed Reported Defects will be shown. You can access the Defect Stages and View and Edit the details as you would with Live Defects, also view the Reports and Printout any reports relating to the Reported Defect.

SELECT MANAGER

LIVE CLOSED

REPORTED DEFECTS IN PROGRESS - Click on record to show details and Access Reported Defects

DateEntered	ManagerName	Priority	EstateName	Property Name	CategoryName	Complaint
09/06/2006	Hugo Remnant	1	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Electrical	Light fitting loose

DEFECT ID: 240 Tenant Name: Dr R J Fisher Contact Telephone: Contact Mobile: Contact Email:

JOB STATUS

STAGE	1. MANAGER	2. PROJECT COORDINATOR	3. CONTRACTOR
	Hugo Remnant	Henry	A Simmons Electrical Contracto

CONTRACTOR LETTER:

ALTER

- REPORTED DEFECT
- DEFECT ACTION
- CONTRACTOR INSTRUCTION

DEFECT EVENT LOG

CLOSE

LAND FACTOR DEFECT DATABASE

CLOSE DEFECT

REPAIR ID:	240	OPEN	<input type="checkbox"/>	ERROR	<input type="checkbox"/>
CLOSED	<input checked="" type="checkbox"/>	DATE CLOSED	12/06/2006		
CLOSED COMMENT	Light Fitting has been replaced and tested.				

To reverse a Closed Defect and turn it back to a Live Defect, click the 'Close' button and then Left Click 'OPEN' checkbox. The Reported Defect will return to the Live Work list. NB: Any previous Closing Comments will be lost.

DEFECTS DATABASE USER MANUAL

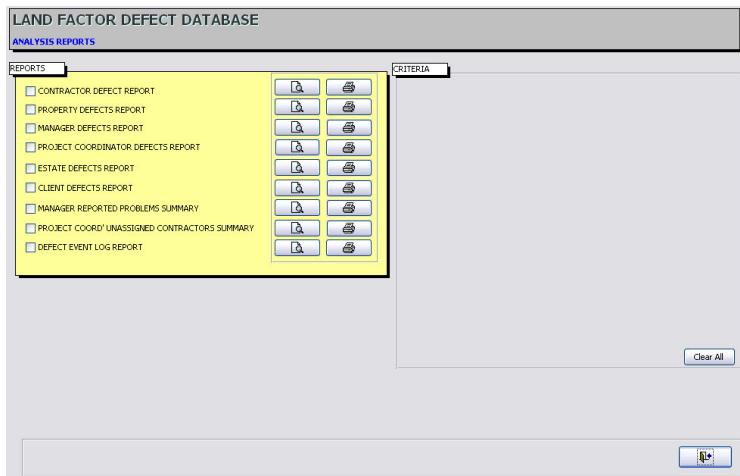
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ANALYSIS REPORTS

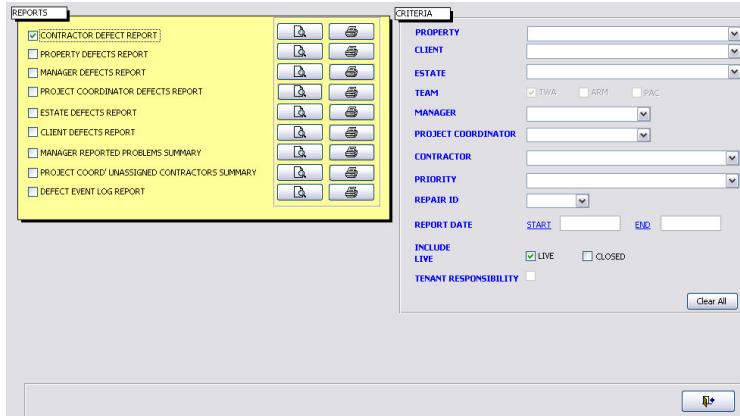
ANALYSIS REPORTS

Analysis Reports.

Left mouse click the button and the following screen will appear.



When you Left Click any of the checkboxes on the left, the Criteria panel will become visible.



The enabled criteria allow you to construct reports based upon:

1. Property Name
2. Client Name
3. Estate Name
4. Manager
5. Project Coordinator
6. Priority
7. Repair ID
8. Date range

You can also construct reports based upon a combination of these criteria.

The criteria that become enabled will depend upon the checkbox you have selected; only one checkbox can be selected at a time. Print Preview and Print buttons allow you to view the Report and then Print hard copies.

DEFECTS DATABASE USER MANUAL
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Reports by Date Range

To create reports over a specific period, click the [START](#) and the [END](#) commands, this will cause a popup calendar to appear.

CRITERIA									
PROPERTY	<input type="text"/>								
CLIENT	<input type="text"/>								
ESTATE	<input type="text" value="ALLEDALE ESTATES G FUND"/>								
TEAM	<input checked="" type="checkbox"/> TWA <input type="checkbox"/> ARM <input type="checkbox"/> PAC								
MANAGER	<input type="text"/>								
PROJECT COORDINATOR	<input type="text"/>								
CONTRACTOR	<input type="text" value="Dyno-Rod Drain Services"/>								
PRIORITY	<input type="text"/>								
REPAIR ID	<input type="text"/>								
REPORT DATE	START		<input type="text" value="01/05/2006"/>		END		<input type="text"/>		
INCLUDE	<input type="checkbox"/> LIVE								
TENANT RESPONSIBILITY	<input type="checkbox"/> TENANT RESPONSIBILITY								

May 2006 [May](#) [2006](#)

Mon	Tue	Wed	Thu	Fri	Sat	Sun
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Select the required month, then left click the required date, the selected date will then appear in the date boxes.

When your selection is complete, click the Print Preview button to check the report, then click the Print button.

DEFECTS DATABASE USER MANUAL
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END